



S S AMINA

PUBLIC RELATION OFFICE EXECUTIVE

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PROFILE

Dedicated and compassionate Public Relation Officer with nearly 2 years of experience in assessing and ensuring patient satisfaction. Developed and implemented communication strategies to enhance the organizations public image. Have a thorough knowledge of hospital's medical and non-medical department and its functioning. Committed to continuous learning and staying updated on hospital policies and protocols.

EXPERTISE

- Strong Interpersonal and Multilingual Communication Skills manner
- Resolving Patient Queries and Ensuring Service Excellence
- Strategizing and managing communication during reputational crises
- Enhancing and protecting the public images of the organization.
- Excellent qualitative and quantitative analysis of medical records
- Replies to the queries raised by the insurance company for the reimbursement purpose.
- Expertise in patient communication and satisfaction management.

PERSONAL DETAILS

DOB-04/09/2000

Marital Status – Married

Passport No-C4746807

Visa status – Visit visa; Expiry:20/07/25

LANGUAGES

English, Hindi, Tamil, Malayalam

CERTIFICATIONS

Certified Professional Coder
(AAPC) (expiry- 02/2026)
Membership ID- 02080584

Diploma in Hospital Administration
TUV SUD Certified
OCTOBER 2024 – APRIL 2025

WORK EXPERIENCE

Public Relation Office Executive

KIMS Health, Trivandrum , Kerala ,India
JUNE 2023– APRIL 2025

- Addressed patient enquiries, concerns, and complaints promptly to enhance patient satisfaction and service quality.
- Coordinated admission, discharge, and follow-up processes, ensuring smooth transitions and proper documentation.
- Educated patients and families on hospital policies, services, and procedures to promote clarity and transparency.
- Maintained detailed records of patient feedback, complaints, and resolutions in compliance with healthcare regulations.
- Collaborated with medical and administrative teams to implement service improvements based on patient input.
- Monitored patient satisfaction metrics and participated in continuous quality improvement initiatives.
- Handled sensitive patient information with confidentiality and professionalism, adhering to HIPAA and organizational standards.
- Providing document for insurance reimbursement purpose.

EDUCATION

Bachelor of Botany and Biotechnology

Govt Arts College , Thycaud , TVM, Kerala ,India
2019 to 2022

SOFT SKILLS

Microsoft Office Suite, Leadership quality,
Collaboration talent, Strong interpersonal skill, Adaptability,
Positive attitude, Excellent Communication Skill.